

Vertex Press Release

November 29, 2004

Customers Find Value In Vertex Customer Conference

Vertex Exchange 2004 draws large numbers, announces new offerings

Berwyn, PA, November 29, 2004 — Vertex Inc., the world's leading provider of tax technology solutions, hosted over 600 customers at Vertex Exchange 2004, October 25-27, in Orlando, Florida. This year's conference offered both transactional and income tax customers the opportunity to share knowledge and learn about new advances in Vertex tax software.

"This year marked the first combined conference for our Berwyn and Sarasota operations and we truly could not be more happy about the results and feedback we have received from our customers," says Jeff Westphal, Vertex CEO and President. "This conference gave us the opportunity to share our expanded service offerings with customers allowing them to focus more on strategic thinking and cost savings, while being confident that they are working with a consulting partner and technology provider they can trust."

Customers took advantage of their free time from the more than 180 sessions ranging from tax trend insights to Vertex product offerings, by visiting the Resource Center to speak to Vertex product and service experts or participate in product demonstrations. With the announcement of expanded Vertex Service Solution offerings, customers were able to converse with Vertex Consulting to learn more about available services. Customers also were given networking opportunities where they could meet new people with similar backgrounds and experiences to explore what has worked and what has not.

Here is what some of the customer attendees had to say about this year's conference:

"The conference was great! Vertex offered a good combination of presentations and opportunity for hands-on learning."

Katie McCubbin, Kathryn Beich Inc.

"This is the most content relevant conference that I've ever been to. Thanks"

Julie Cimino, Adelphia Communication Corporation

"Having the Resource Center where we could go for additional questions and/or concerns was great."

Dani Wright, Bank One

"You all did a great job this year! Speakers knew their subjects well; conference rooms were comfortable."

Betty Jones, Gilbarco Inc.

Planning for next year's conference has already begun. The dates and location of Vertex Exchange 2005 will be announced shortly.

About Vertex Inc.

Vertex Inc., the leading provider of tax technology solutions, serves more than 10,000 customers worldwide. Vertex solutions automate processes and enhance decision information across every major line of business tax including income, sales, consumer use, value added, communications, payroll and property. To serve its customers, Vertex works in partnership with leading software and service providers, including SAP, Oracle, Microsoft, IBM and PeopleSoft.

Founded in 1978, Vertex is a privately held company that employs 600 professionals at its headquarters in Berwyn, PA and offices in Atlanta, Chicago, Dallas, Sarasota and Washington, DC.

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For customers interested in learning more about Vertex products:
Call 800.355.3500 and ask to speak with a Sales Representative.

For more information, press only:

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